

JUNIPER CARE PLUS

Service Overview

In today's dynamic marketplace, organizations are under constant pressure to meet market demand while maintaining or increasing return on investment. IT departments are being asked to align and deliver on the organization's objectives and goals while managing scarce resources and a flat or decreasing IT budget.

Your network and IT infrastructure are more than just support for your organization—they are the backbone of your success. With a strategy of innovation and investment opportunities, you need a high-performance network to meet your long-term goals.

Juniper Care Plus empowers organizations to meet today's challenges by delivering proactive personalized services designed to maximize application reliability and avoid incidents. This helps ensure that your network is always at optimum readiness, able to evolve smoothly and effectively in response to the demands of your organization's goals. Juniper Care Plus provides enhancements over and above a standard support contract.

- Do you need to lower the total cost of ownership?
- Is application reliability a priority?
- Are you looking for an efficient and effective skill set transfer?
- Would a single point of contact for all service-related activities be perceived as beneficial?
- Do you have a goal to minimize network-based risk while maximizing the value of your network investment?

If you answered "yes" to any or all of these questions, it is very likely that you will benefit from Juniper Care Plus services.

Service Description

Juniper Care Plus keeps the network at optimum readiness through high touch support (a Service Manager), proactive automation tools to help automate and simplify the network and personalized services such as training, network consulting, and account management—all mitigating risk for organizations, providing application reliability, reducing the learning curve, and accelerating time to value.

The prerequisite service product is Juniper Care. Having a Juniper Care contract in place assures that the organization can take full advantage of all Juniper Care Plus features and benefits.



- Juniper Care Plus delivers proactive and personalized services, evolves with your business initiatives and provides the highest network availability
- Juniper Care improves staff productivity and decreases operational costs through award winning 24x7 support and automation

Figure 1: Juniper Technical Services overview

Features and Benefits

Table 1: Juniper Care Plus Services Features and Benefits

Note: Juniper Care is the pre-requisite service product

Feature	Feature Description	Benefit
Service Manager	Single point of contact for all service-related activities. Manages the delivery of all entitled services in Juniper Care Plus.	Efficient resolution of service issues. Ensures that you are represented within Juniper and that your organizational or IT requirements are met.
Expert to Expert Access	Provides access to a designated team of senior JTAC engineers for all Priority 1 and Priority 2 issues on a 24x7 basis.	Fast resolution of mission critical hardware and software incidents significantly accelerates the mean time to resolution (MTTR) resulting in high network availability.
Advanced Services Credits	Advanced Services Credits provide you with a fixed number of consulting credits from Juniper Networks expert consultants. These consulting credits can be used to redeem set of pre-packaged Network Optimization Consulting Services delivered remotely. You may choose from the list below: - Product Issue Impact Review - Software Upgrade Recommendation and Review - Product Health Check - Configuration Analysis and Change Review - Implementation Support - Remote Technical Consultation Services (QnA) For further information on Network Optimization Consulting Services, please visit: www.juniper.net/assets/us/en/local/pdf/datasheets/1000345-en.pdf	Matching your network's capability to your organization's needs and goals results in network optimization, which means achieving and accelerating time-to-value. Advanced Services Credits provide you with the expertise necessary to plan your network evolution and ensure the success of network upgrades, conversions, and migrations to Junos OS.
Training credits	Provides you with access to knowledge transfer activities such as webcasts and a fixed number of Juniper training credits (JTCs) that can be used to gain access to any private or publicly available, open enrolment, instructor-led, instructor-led online, and E-Learning courses at Juniper Networks Education Centers or any participating Juniper Networks Authorized Education Center (JNAEC) worldwide. For further information on Juniper Training Credits, please visit: www.juniper.net/assets/us/en/local/pdf/datasheets/1000247-en.pdf	Significantly reduces the learning curve and helps organizations keep pace with rapidly changing technologies. Build and scale technical networking expertise quickly to align with organizational objectives or IT goals.
Focused Technical Support (optional for fee service)	Focused Technical Support is an offering that many customers choose to enhance their Juniper Care Plus service. This offering provides you with access to a designated team of senior Juniper engineers with extensive experience and highly focused troubleshooting skills relevant to your network profile and operational requirements. For additional information, please visit: www.juniper.net/us/en/local/pdf/datasheets/1000250-en.pdf	Maximize MTTR for mission critical hardware and software incidents within highly complex networks.

Service Manager

The Juniper Service Manager is a named contact and your advocate within Juniper to manage all service-related activities during local business hours. Your Service Manager is the single point of contact within Juniper to oversee the delivery of all entitled services in the Juniper Care Plus offering. The Service Manager's responsibilities include:

- Formulate and deliver a Service Support Plan
- Provide account setup assistance and ongoing account management to ensure that you have access to service deliverables in the Juniper Care Plus offering and appropriate resources within Juniper
- Proactively manage customer escalation related to service support, service readiness, and service planning, working with Juniper internal delivery teams. The Service Manager owns the escalation through the issue resolution lifecycle, coordinating the remediation plan with Juniper Networks internal delivery teams and ensuring timely communication and resolution

- Conduct periodic conference calls to report status on outstanding issues and discuss key future network activities
- Conduct quarterly operational review meetings to discuss your specific product and service performance metrics, related trends, and planned services activities
- Provide case trend analysis that includes a regular review of your reports to identify repeat tactical hardware, software, or operational issues
- Provide logistic and operational assistance
- Provide proactive case planning
- Proactively monitor and review Technical Services Bulletins (TSB's) relevant to the End User based on their current known IB, and then follow up with End User to ensure awareness. TSB's include notifications on software and hardware updates, new software releases, End-of-Life announcements, and service and support news

- Track and plan all of your entitled service deliverables such as training credits and consulting credits, and provide a report on credit usage and balance
- Assist in service planning based on your specific needs and where you are in the services life cycle
- Identify your training needs and coordinate with Juniper teams to help you plan budget and resources

Expert to Expert Access

For a definition of Priority 1 and Priority 2 cases, please refer to the JTAC User Guide: www.juniper.net/us/en/local/pdf/resource-guides/7100059-en.pdf

Advanced Services Credits

Advanced Services Credits feature provide the End User with a fixed number of ACS which can used to redeem remotely delivered set of pre-packaged network optimization consulting services ("Services Offerings") listed table 1 under "Features and Benefits" section. These consulting credits are valid for twelve (12) months from the date of Juniper Care Plus contract activation and can only be used for services on the menu.

Training Credits

Training credits provide you with access to knowledge transfer opportunities such as webcasts, and also a fixed number of Juniper training credits (JTCs) that can be used to gain access to any private or publicly available, open enrollment, instructor-led, instructor-led online, and E-Learning courses at Juniper Networks Education Centers or any participating Juniper Networks Authorized Education Center (JNAEC) worldwide.

The End User is entitled to 100 training credits if the pricing band purchased is band 1, band 2, or band 3; 200 training credits if the pricing band purchased is band 4, band 5, or band 6; and 300 training credits if the pricing band purchased is band 7, band 8, or band 9. If the pricing is custom, then the training credits will be customized per contract.

Note: Training credits are not available if the pricing band purchased is band 0.

Credits are valid for one (1) year from the purchase date of the Juniper Care Plus contract. The courses chosen must begin before the credits expire.

Service Specifications

Your responsibilities include:

- Work with Juniper to provide the required information to activate the services entitlement, including serial numbers of each system-level piece of hardware to enable the support level and delivery of services.

- When requested, provide information on the current software releases running in your network, as well as current configurations when requested by Juniper to enable delivery of the service deliverables mentioned in this offering.
- Work with Juniper to provide hardware and software inventory along with configuration data as and when requested by Juniper Networks to enable delivery of the service deliverables mentioned in this offering.
- Work with Juniper to provide access to servers, equipment, information, logs, infrastructure, and resources that are necessary for the delivery of the service.
- Designate at least two (2) but not more than six (6) senior technical representatives, who must be the primary technical interface to the service manager or other Juniper services team members, as appropriate. You will need to designate contacts who are senior engineers with the authority to make any necessary changes to the network configuration.
- When requested, participate in ongoing communications with Juniper Networks' primary contact(s) who will help in the delivery of knowledge transfer and other proactive communications.
- When requested, participate in scheduled meetings to discuss service deliverables.
- Work with Juniper to ensure that the requirements identified for the proper working of the Juniper Networks' solution are in place. These requirements may be documented in the product documentation or user guides or additional recommendations communicated by the Juniper Networks team from time to time for proper delivery of Juniper services.
- Understand that your employees interfacing with Juniper Customer Support Teams may be required to undergo the recommended training conducted by Juniper or Juniper Networks Authorized Education Centers worldwide. It is strongly recommended that the senior engineers designated by you hold at least Juniper Networks Certified Internet Specialist (JNCIS) level certification (where available) in the relevant technologies.

Complementary or Higher-Level Services

Looking for the correct level of expertise to optimize your network operations? Then visit the Resident Engineer, Resident Consultant, and Focused Technical Support data sheets.

Juniper Networks Services and Support

Juniper Networks is the leader in performance-enabling services that are designed to accelerate, extend, and optimize your high-performance network. Our services allow you to maximize operational efficiency while reducing costs and minimizing risk, achieving a faster time to value for your network. Juniper Networks ensures operational excellence by optimizing the network to maintain required levels of performance, reliability, and availability. For more details, please visit www.juniper.net/us/en/products-services.

Ordering Information

Juniper Care Plus Services are available globally. For details, please contact your local Juniper Partner or Juniper Networks Services Business Manager.

About Juniper Networks

Juniper Networks brings simplicity to networking with products, solutions and services that connect the world. Through engineering innovation, we remove the constraints and complexities of networking in the cloud era to solve the toughest challenges our customers and partners face daily. At Juniper Networks, we believe that the network is a resource for sharing knowledge and human advancement that changes the world. We are committed to imagining groundbreaking ways to deliver automated, scalable and secure networks to move at the speed of business.

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